

Province: Municipality(WC034) - Schedule of Service Delivery Standards Table 2017/2018

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		Twice a week
Bulk Removal (Frequency)		Weekly (Infanta, Matapas) Transfer stations
Removal Bags provided (Yes/No)		Yes
Garden refuse removal Included (Yes/No)		No garden refuse collection service
Street Cleaning Frequency in CBD		Daily and week-ends
Street Cleaning Frequency in areas excluding CBD		Monthly
How soon are public areas cleaned after events (24hours/48hours/longer)		24 Hours
Cleaning of illegal dumping (24hours/48hours/longer)		Longer
Recycling or environmentally friendly practices (Yes/No)		Yes
Licensed landfill site (Yes/No)		Yes - Permit Reg B33/26009/SP171 27 March 1995
Water Service		
Water Quality rating (Blue/Green/Brown/NO drop)		Blue Drop 85,16% Green Drop 41% No Drop 0
Is free water available to all? (All/only to the indigent consumers)		All households
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Three months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		Within 8 hours
Up to 5 service connection affected (number of hours)		Within 8 hours
Up to 20 service connection affected (number of hours)		Within 8 hours
Feeder pipe larger than 800mm (number of hours)		N/A
What is the average minimum water flow in your municipality?		1.5 Ml / Day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		Within 5 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No, but the alkalinity and acidity of water is controlled at the Water Treatment Works
Electricity Service		
What is your electricity availability percentage on average per month?		99% depending on load shedding
Do your municipality have a ripple control in place that is operational? (Yes/No)		Yes, but it need to be updated
How much do you estimate is the cost saving in utilizing the ripple control system?		Less than 10% - Consumers to have timers on their geysers
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Three months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		3 Hours
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty meters? (days)		When it is reported the replacement will take place within 7 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes, monitoring of consumption

How effective is the action plan in curbing line losses? (Good/Bad)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	
To what extend do you subsidize your indigent consumers?	
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	
Sewer blocked pipes: Large pipes? (Hours)	
Sewer blocked pipes: Small pipes? (Hours)	
Spillage clean-up? (hours)	
Replacement of manhole covers? (Hours)	
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	
Time taken to repair a road following an open trench service crossing? (Hours)	
Time taken to repair walkways? (Hours)	
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	
Do you have any special rating properties? (Yes/No)	
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	
Are the financial statement outsources? (Yes/No)	
Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?	
How long does it take for an Tax/invoice to be paid from the date it has been received?	
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	
Administration	
Reaction time on enquiries and requests?	
Time to respond to a verbal customer enquiry or request? (working days)	
Time to respond to a written customer enquiry or request? (working days)	
Time to resolve a customer enquiry or request? (working days)	
What percentage of calls are not answered? (5%, 10% or more)	
How long does it take to respond to voice mails? (hours)	
Does the municipality have control over locked enquiries? (Yes/No)	
Is there a reduction in the number of complaints or not? (Yes/No)	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	

Good	
Within 10 days where existing network is being used	
5 Days	
5 Days	
10 Days depending on the infrastructure	
Partially due to a lack of the correct number of process controllers	
Free	
Within 4 hours	
Within 4 hours	
Within 4 hours	
Within 4 hours	
Within 5 hours depending on the availability of funds	
48 Hours after complaint was logged	
72 Hours after complaint was logged	
Immediately to accessible standard - Tarring follows within 72 hours	
72 Hours after complaint was logged	
As soon as interim valuation was completed	
No	
Decrease	
Yes	
No	
30 Days from date of statement if all the documentation are in order	
No	
3 days	
3 days	
3 days	
3 days	
3 days	
3 days	
yes	
yes	
1 day	

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How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	None
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	20 minutes
How long does it take to renew a vehicle license? (minutes)	10 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	30 minutes
How long does it take to de-register a vehicle? (minutes)	10 minutes
How long does it take to renew a drivers license? (minutes)	30 minutes
What is the average reaction time of the fire service to an incident? (minutes)	10 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	15 minutes
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	40 minutes
Economic development	
How many economic development projects does the municipality drive?	None
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	None
What percentage of the projects have created sustainable job security?	Not applicable
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes, draft policy advertised for public comment
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	No
Are customers treated in a professional and humanly manner? (Yes/No)	Yes - Batho Pele implemented. Code of Ethics implemented. Staff training.

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